



Compassionate bereavement training led by Dr Erin Hope Thompson MBE

Helping organisations build confidence to support people through one of life's most difficult experiences.

Trusted by organisations across the UK.



Every organisation will experience grief.

Few feel prepared for it.

Every year, **millions of people across the UK** experience the death of someone close to them. Many return to work carrying grief that affects every part of their lives – their **concentration, confidence, relationships, motivation** and **wellbeing**.

For managers and colleagues, these moments can feel equally difficult. Many worry about **saying the wrong thing**, making things **worse**, or simply don't know **how to help**.

The result is often **silence**.

Yet it doesn't have to be that way. At The Loss Foundation, we help organisations replace uncertainty with **confidence** through practical, evidence-based bereavement training delivered by **Clinical Psychologists**.

Whether you're supporting employees, beneficiaries, patients or service users, we'll equip your team with the **knowledge, language** and **confidence** to respond compassionately.

Why organisations choose us...

✓ Delivered by **Clinical Psychologists**

✓ **Evidence-informed** and **research-led**

✓ **UK-wide bereavement charity** with specialist expertise

✓ **Practical skills** your team can use immediately

✓ **Tailored** specifically to your organisation





Why bereavement training matters

Grief affects every workplace. Yet very few people receive any formal training in how to support someone after a bereavement.

Without guidance, even well-intentioned conversations can unintentionally leave people feeling **isolated, misunderstood** or **unsupported**.

Good bereavement support isn't about having all the answers.

It's about knowing how to **listen, what to say, what not to say**, and recognising that **every person's grief is different**.

Organisations that invest in bereavement training often see benefits beyond individual conversations.

They build cultures where people feel **psychologically safe**, managers feel more **confident**, colleagues **support one another** more effectively, and employees **feel valued** during some of the most difficult moments of their lives.

WHEN GRIEF ISN'T WELL SUPPORTED	vs.	WHEN PEOPLE FEEL SUPPORTED
<ul style="list-style-type: none">Managers worry about saying the wrong thingGrieving employees feel isolatedConversations are avoided or delayedInconsistent responses across teamsUncertainty around returning to workIncreased stress for managers and colleagueEmployees may disengage or leaveMissed opportunities to offer support		<ul style="list-style-type: none">Managers feel confident having compassionate conversationsEmployees feel supportedDifficult conversations happen earlier and more confidentlyA consistent, compassionate approach across the organisationClear, flexible return-to-work planningGreater confidence for allPeople feel valued, respected and more connected

Small changes can make a lasting difference. Compassionate conversations won't remove grief, but they can help people feel heard, supported and less alone during one of the most difficult times in their lives.

EXAMPLES OF SITUATIONS YOUR TEAM MAY FACE

- Employee bereavement
- Customer bereavement
- Returning to work
- Supporting managers
- Team communication





Our approach

We don't teach scripts. We build confidence.

Our training combines **psychological science** with **practical communication skills**, giving delegates the confidence to respond authentically rather than relying on memorised phrases.

Rather than overwhelming delegates with theory, we focus on **real conversations**, realistic **scenarios** and practical **techniques** that people can begin using immediately.

Every organisation is different. That's why every training session is built around your team's experience, your challenges and your goals.

Post-training support

We don't stop at training - you'll receive **ongoing support** to embed the learning and make the most of the sessions:

- A **workbook** with practical tools and action plans.
- Ongoing **email support** for guidance and questions after training.
- Access to **curated mental health resources** from our Clinical Psychologists.

Our training empowers teams to...

- ✓ **Feel confident** in having compassionate conversations.
- ✓ **Learn practical communication tools** for responding to grief with empathy and clarity.
- ✓ Develop skills to respond to **anger, silence** and **avoidance** (and other grief expressions).
- ✓ Strengthen their **emotional resilience**.
- ✓ **Signpost** effectively for further bereavement support.



Nick Aldridge, CEO of **PayPal Giving Fund**

“ **Authoritative, thoughtful, and highly practical training.**

*I recommend it for anyone who wants to **look after their team**, and themselves, while having the **challenging conversations** necessary to deliver **positive change**.*





Your training will be delivered by Dr Erin Hope Thompson MBE – a recognised expert in bereavement

Erin is a **UCL-trained Clinical Psychologist** and **Founder** of The Loss Foundation.

“She was so passionate about her work... which made learning from her interesting.”

– Training Delegate

She brings extensive experience across the **NHS**, **private**, and **third sector**, and in 2022, she was **awarded an MBE** for her services to bereaved families.

Example workshop

Every workshop is tailored, but common topics include: Dr Erin will lead your team through **engaging, interactive learning** that covers:

Understanding Grief and Loss

- Overview of common grief responses;
- The physiology of grief;
- Individual factors that impact grief reactions / types of loss
- Cultural differences in mourning.

Current examples and psychological models of grief

- Helpful for illustrating the breadth and individuality of grief, and relevant for supporting people at any time point in their loss.

Handling difficult calls and conversations

- How to respond when someone becomes upset, overwhelmed or silent;
- Using compassionate and clear language.

Active Listening and Empathy

- Key skills;
- Showing empathy and compassion;
- Practical tips to increase confidence and comfort in talking about grief.

Practical Tools and Tips for Grief

- Working with grief with simple self-care strategies to support emotional regulation;
- Safe ways to suggest reflection and expression, including writing in grief.

Supporting ourselves: Building personal resilience when supporting others

- Boundaries in support roles;
- Taking care of ourselves during and after difficult calls;
- Knowing our bandwidth;
- Self-care;
- Options for expressing our own feelings.

Other support

- Signposting to organisations;
- Resources;
- Q and A.

“ *The **most helpful part** of the workshop was learning the **immediate things** to consider when speaking with somebody who has had a bereavement.* ”

– Training Delegate





Let's talk about your team.

If you'd like to explore how we could support your organisation, we'd be delighted to arrange a **short discovery call** with Dr Erin Hope Thompson. Together, we'll discuss **your needs** and recommend the most appropriate training for **your team**.

Get in touch:

info@thelossfoundation.org

thelossfoundation.org

Through our training, you'll support people lost in grief.

By choosing The Loss Foundation as your training partner, you're choosing to support people **struggling** under the **weight of loss**.

Thank you.

Erin

Dr Erin Hope Thompson MBE

Founder + Director

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SUE-ELLEN (R) +
HANNAH (L).

“

*I always secretly thought that Hannah's death would come as a **relief**. That feeling didn't last. It was replaced by **unimaginable grief** embedded with **guilt, depression, fear** and immense **loneliness**.*

*At The Loss Foundation, **strangers with shared experiences** became friends. **I felt safe** talking about the difficult topics.*

- Sue-ellen, Support Group Participant

